












**Healthwatch Hertfordshire Board Meeting**  
**10am on Monday 25<sup>th</sup> February 2020, at**  
**Silver Court, Watchmead, Welwyn Garden City, AL7 1LT**

<b>Board Members:</b> Maryrose Brennan, Meg Carter, Brian Gunson, Sundera Kumara-Moorthy, Steve Palmer, Michael Taylor, Virginia Kirri-Songhurst	
<b>Executive Team:</b> Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations), Priya Vaithilingam (Head of Research and Engagement)	
<b>Visitors/others:</b> Shanie Hutton (Hertfordshire County Council Community Wellbeing Team)	
<b>Apologies:</b> Eve Atkins, Alan Bellinger, Leslie Billy (Viewpoint), Joy Hale (East & North Herts Clinical Commissioning Group), Jayne Taylor, Kristy Thakur (HCC Commissioner)	
<p><b>1. Welcome, apologies and register of interests</b>  Steve welcomed everyone present.</p> <p>Apologies as above.</p> <p>Declarations of interests:</p> <ul style="list-style-type: none"> <li>• Brian - member of the Liberal Democrat Party</li> <li>• Kumar and Virginia - members of Viewpoint</li> <li>• Kumar - Committee Member of Redhouse PPG</li> <li>• Meg - stepped down from the Hospice of St Francis Patient Participation Group Volunteer</li> </ul> <p><b>Action:</b> Nuray to update the register of interests document with the above information.</p>	 HwH-CID-01 Conflict of Interest I
<p><b>2. Minutes of 11<sup>th</sup> November 2019 and outstanding actions</b>  The minutes were approved as an accurate record and the outstanding actions tracker was reviewed.</p> <p>Steve confirmed that the skills audit will be dealt with as part of upcoming Board 1:1s.</p> <p>Relating to a previous action within the action tracker with regards to late papers being received for meetings, Geoff asked Board members to let him know by the end of March how far in advance of a meeting they receive papers which would enable this to be taken up on a case by case basis.</p> <p><b>Action:</b> Board members to let Geoff know how far in advance of each meeting attended they receive papers, by the end of March.</p> <p>Re Continuing Healthcare - the wheelchair service is coming up to be recommissioned and there is a real push on personal wheelchair budgets. Kumar offered to put the team in touch with them to talk about this aspect.</p>	 HwH-SD-009 Outstanding Action   HwH-56 Board Minutes 11.11.19 DF
<p><b>3. Chief Executive's update</b>  Geoff updated Board to the fact that Steve will be away for the week of the 12<sup>th</sup> March away day and proposed that it be cancelled. Instead however, we will extend the 19<sup>th</sup> May Board meeting and propose to have an away afternoon then. Board confirmed that they were happy with the above changes and Geoff asked for Board to release 12<sup>th</sup> March and hold the whole day on 19<sup>th</sup> May.</p> <p>It is the time of year that we comment on Quality Accounts. Geoff with Priya and Jane have explored options for the process going forward and propose a change; to write to the Trusts and confirm that we look forward to receiving the quality accounts but that we will not be commenting on each. However we will cover the patient aspects of these through holding to account meetings. Linked to this would be an opportunity for each</p>	 HwH-02 Voice Contract Performance   HwH-03 PIR Quarter 3 Oct-Dec 2019 Jan 2   HwH-04 Contract monitoring Projects

<p>Board lead to access and read the respective quality account to understand what the the Trust intentions are.</p> <p>Board were in agreement to this change.</p> <p>Board's thanks to Jane for her excellent work on quality accounts over the years were noted.</p> <p><b>Voice Contract including monitoring return, &amp; compliments</b></p> <p>Geoff introduced the various documents which report up to the end of December 2019. Geoff explained that the majority of the key performance indicators within the Voice Contract return are showing as green. The measures that have been rated amber are due to not having a full complement of staff or due to less meetings within that specific quarter.</p> <p>Geoff and Nuray will be meeting with Shanie today to look at sharpening up some of the measures from both perspectives.</p> <p>The quarter has again been a very busy one for research/engagement projects and activity, and this includes our signposting service.</p> <p>Geoff highlighted that looking back on the last year Priya and the team can be proud of what has been achieved, both in the quality of work and the amount of income that has been generated. The target of 25k will be exceeded by the end of the financial year. We are now in a position where we can be selective about the projects we take on to ensure they meet the organisations focus. In addition strong relationships have been built with organisations throughout the year. We are in a positive and sustainable position.</p> <p>It was noted that the Board thanked Priya and the team and recognised this as a fantastic achievement.</p> <p>Brian informed Board that he has joined the CLCH Quality Stakeholder Reference Group as a HwH representative.</p> <p>Geoff confirmed that there have been lessons learnt by Herts Valleys CCG from the poor experience that happened around MSK. We still get signposting calls on MSK. Jane had a meeting with Connect, as the provider, and they were very open to hearing where things hadn't worked well. The things we fed back: services provided in locations which were not patient focussed and a new model of triaging of services that wasn't always working particularly in terms of changing existing pathways and communication.</p> <p>Geoff asked Board to encourage others (and themselves) to call the office and ensure their experiences are recorded formally.</p>	 <p>HwH-05 Compliments Oct-Dc</p>
<p><b>4. Chair's update</b></p> <p>Steve talked through his paper.</p> <p>Steve highlighted that County Council Scrutiny and holding to account is changing and we will need to focus on this. Steve suggested drafting a paper on this for the next Board Advisory Committee for further discussion and consideration.</p> <p>Re STP - The Integrated Care System will be up and running in the near future.</p> <p>Re CAMHS - Steve encouraged everyone to read the report. There are wide concerns about the availability of lower level interventions. Matyrose added that she has followed up on this with Deborah Shepard and will share what she receives.</p> <p>Steve reminded Board that their 1:1s will be scheduled shortly.</p>	 <p>HwH-06 Chairs report.docx</p>

<p><b>5. Policy sign off - none at this time</b></p>	
<p><b>6. Enter &amp; View Report Sign Off</b>  It was noted that although the report gives a generally positive picture Board highlighted that there are varied experiences of WHHT and the PLACE visit of the Trust was not favourable. Environmental Health have also inspected and gave a very poor rating to the standard of the kitchens and food. Overall however patient experience seems to be positive.  <a href="#">Board signed off the 'Patient Experience at West Hertfordshire Hospitals NHS Trust' report off.</a></p>	 <b>HwH-07 St Albans Hospitals Enter and</b>
<p><b>7. Finance</b>  In Alan's absence Geoff highlighted, as within the Chief Execs update above, the picture is currently positive. The financial position won't be very different at year end and we are on track. To help with cash flow Natalie has made a bank transfer from the deposit account and this will appear within the end of year accounts.  The executive team have re-reviewed the budget for 2020/21 and no significant shifts are expected from last years review. The budget will shortly be circulated to Board via email for sign off.  Shanie confirmed that there will be no change in HCC funding for 2020/21. We will be commissioned separately for the co-production work and customer service centre work and receive additional funding for these projects.  Geoff updated Board that the candidates that were interviewed for both posts did not match our expectations and we did not appoint to either. We will be going out to recruit again very soon. In the interim Jo will continue to cover comms related activity eg. newsletter, annual report and website review.</p>	 <b>HwH-08 Management Accou</b>
<p><b>8. NEPTS Survey results</b>  The report has been circulated for information. At a previous Board meeting there was a request to do a temperature check to see what the patient experience of non emergency patient transport was. This is not a full piece of engagement/research or an analysis of all the challenges; we went out through our membership and through social media to see what people were saying.  It received 25 relevant responses, therefore not a big sample. In summary, the positives were around staff being friendly, booking arrangements and improvements needed were around vehicles not turning up on time and where their appointments were missed as a result. Information shared with QSG and they have said that it evidences what they have been hearing.  Board asked for the following to be considered before publishing: <ul style="list-style-type: none"> <li>• Revalidate the premise - paragraph 2 - reference Socio-economic constraints</li> <li>• Reference that in practice there are eligibility criteria, financial and/or familial</li> <li>• Provide context of how many journeys are typically made in Hertfordshire in any given month</li> </ul> Steve will make Scrutiny aware of the report and confirmed that he would raise the issue of the triaging/questioning system at his next meeting with East of England Ambulance Service Trust.  <a href="#">Action: Steve to raise the issue of triaging with East of England Ambulance Trust and how this marries with their definition statement on their website.</a>  <a href="#">Action: Steve to make Scrutiny aware of the report.</a>  <a href="#">Board agreed to publishing the report subject to the above areas being considered.</a></p>	 <b>HwH-09 NEPTS Report FINAL.pdf</b>

<p><b>9. Board Advisory Committee</b></p> <p>Maryrose gave an update. The Board Advisory Committee met on 27<sup>th</sup> January and Maryrose agreed to be the Chair. The Advisory committee reviewed its Terms of Reference and these will be finalised at its next meeting. This will be the place where deeper exploration of issues will happen and all Board members are Committee members.</p>	
<p><b>10. Primary Care Networks and HwH way forward</b></p> <p>Building on discussions in November, Geoff met with Clare Hawkins, STP lead on Primary Care. Her view on HwH's involvement was very clear and that our involvement with PCN's should be the same as with GP practices, i.e. if there are issues, mergers or concerns about quality of service.</p> <p>Clare did not feel that developing a model for direct engagement with PCNs is required however we will keep aware of issues.</p>	
<p><b>11. Any other business including questions from the public</b></p> <p>Brian recommending reading the Marmot Review 10 years on.</p> <p>Maryrose has been involved with the Mount Vernon review. Geoff informed Board that change is not expected before March 2021, unless there are issues of safety. Beyond 31<sup>st</sup> March 2021 there are likely to be preposals. If so these might be scrutinised by a joint committee of Hertfordshire and other areas who send patients to mount vernon. Steve will be part of this process. Jane will continue to be on the project group and Geoff will have an oversight role.</p> <p>Steve raised that he has heard that there have been problems of supplying medical supplies to pharmacies in areas such as Suffolk. This has not affected Hertfordshire so far.</p> <p>Kumar raised Healthy Hubs in localities and asked for an update on this. Geoff informed Board that he would be meeting with Jim McManus tomorrow and will get an update.</p>	
<p><b>12. Closed Part 2 item - Visitors left the Board meeting.</b></p>	

**Next formal meeting of the Board: Tuesday 19<sup>th</sup> May 2020.**